



## **PROGRAM YEAR 2019 ANNUAL NARRATIVE REPORT**

**CNMI DOL – Workforce Investment Agency**

Email: [ftorres@dol.gov.mp](mailto:ftorres@dol.gov.mp)

Tel: (670) 664-1758

Caller Box 10007

1353 Mednilla Ave

Saipan, MP 96950

# CONTENTS

EXECUTIVE SUMMARY	3
WAIVER	4
EFFECTIVENESS IN SERVING EMPLOYERS	5
CUSTOMER SATISFACTION	7
EVALUATION	9
STRATEGIC VISION, MISSION, AND GOALS	10
SECTOR STRATEGIES AND CAREER PATHWAYS	13
STATE PERFORMANCE ACCOUNTABILITY SYSTEM	15
STATEWIDE ACTIVITIES	18
NDWG	20
TECHNICAL ASSISTANCE	22
PROMISING PRACTICES, LESSONS, SUCCESS STORIES	23
PAY FOR PERFORMANCE	27
APPENDIX	28

## EXECUTIVE SUMMARY

The administration of the Workforce Innovation and Opportunity Act of 2014 Title I Program remains with the Commonwealth of the Northern Mariana Islands Department of Labor Workforce Investment Agency (CNMI DOL WIA) serving the three populated islands: Saipan, Rota, and Tinian as a single state workforce system. Program Year 2019 is without a doubt the most challenging. The year began while the CNMI was recovering from the ravages of Typhoon Mankghut/Yutu and ended at the onset of the COVID-19 pandemic. As a result, economic activities decreased tremendously as the CNMI's Governor Ralph Dlg Torres issued an Emergency Declaration ordering travel bans, curfews, and shelter-in-place orders to safeguard residents of the CNMI from the spread of the COVID-19 virus. Above all, the CNMI DOL WIA concluded the year beyond the negotiated targets in all areas of the performance indicators for 2019. The Annual Narrative Reports contains the approaches taken to meet our goals and the challenges faced.

## WAIVER

The CNMI submitted a waiver request to reduce the Out-of-School Youth requirement of 75% and increase In-School Youth to 50% during the modification of the CNMI's Unified State Plan for Program Year 2017-2019. An approval was granted by USDOL ETA on June 12, 2018 to bring back the Summer Youth Employment Training Program aimed at providing work-based learning experiences and job exploration to eligible youths (See Appendix A). The waiver was granted while schools were already in summer break which delayed the launch of the program in 2018.

In Program Year 2019, our office was prepared to commence the Summer Youth Employment Training Program and was again delayed as the CNMI recovered from the devastation of Typhoon Mangkhut/Yutu and the ongoing COVID-19 pandemic. The Governor of the CNMI, Ralph Dlg Torres, issued a State of Emergency Declaration as a result of the outbreak of COVID-19 closing schools, businesses, and ordering residents to shelter in place to protect CNMI residents from the spread of COVID-19. Public and private sector entities are the primary providers for the Summer Youth Employment Training Program and the CNMI's economy took a hard hit when the borders were closed to safeguard residents and limit the transmission of COVID-19. COVID-19 brought the economy of the CNMI to a complete halt forcing many businesses to limit operations or close completely. Educational institutions were also affected as everyone had to adapt to the new norm of social distancing. Therefore, the planned launch of the Summer Youth Employment Training Program ceased as we strategize to identify programs and best practices that suit the current demands of COVID-19.

## EFFECTIVENESS IN SERVING EMPLOYERS

While Effectiveness in Serving Employers is one of the 6 indicators of performance for WIOA Title I programs, it remains a pilot and is an ongoing effort with the WIOA Core Programs to identify an approach that fits all. The approaches that are being considered are:

1. Retention with the Same Employer: percentage of participants who exit and are employed with the same employer in the 2<sup>nd</sup> and 4<sup>th</sup> quarters after exit.
2. Repeat Business Customers: percentage of employers who receive services that use core program services more than once.

In the interim, the CNMI DOL WIOA program continues to engage employers by participating in outreach activities and measure the successes through partnerships with the Work Experience Program or other WIOA funded activities. In PY 2019, outreach activities were limited as the CNMI continues its recovery from Typhoon Mangkhut/Yutu and the ongoing risks of the COVID-19 pandemic. The CNMI DOL WIOA program participated in the following outreach activities:

### **Opportunity Expo**

The CNMI's Department of Labor hosted an "Opportunity Expo" on August 17, 2019 to provide an avenue for businesses, job seekers, and educational and training entities to network and recruit. Program staff and participants were able to engage with employers and learn the ongoing labor market trends and job availability.

### **CNMI SWDB Workforce Resource Fair**

The Resource Fair was held on March 11, 2020 in response to the downfall on the economy resulting from COVID-19. It provided an opportunity for affected workers to avail to program and services in the CNMI that may provide financial relief or upskill to meet the current demands of the workforce. This fair was sponsored by the CNMI's State Workforce Development Board and was attended by 202 individuals and 13 entities.

### **Business Community Workshop**

The Business Community Workshop sponsored by the Department of Labor brought together the business community to discuss the current labor market trends and measures to counter the impacts of COVID-19. This event was attended by 85 business entities.

### **Virtual One Stop ([www.hiremarianas.com](http://www.hiremarianas.com))**

HireMarianas provides an avenue for employers to post job vacancies and inventory potential employees with specific skill sets. Because of COVID-19, employers primarily used the VOS to file separation notices of some 7,000 employees applying for PUA benefits. The focus remains on encouraging employers to utilize the VOS and developing surveys specific to WIOA to measure the effectiveness of service delivery to employers.

# CUSTOMER SATISFACTION

Since transitioning to the Virtual Online System (VOS), WIOA customers were able to access and complete the customer satisfaction survey after registration. Data collected included User Type; Purpose of Use; Ease of Access to Information, Data Comprehension, and Needs; and Overall Experience. In Program Year 2019 (07/01/2019 to 06/30/2020), a total of 519 users completed the customer satisfaction survey and resulted in the following:

## *Which type of user best describes you?*

<i>Youth (18 years old or less)</i>	2.5%
<i>Jobseeker</i>	27.7%
<i>Employer</i>	4.8%
<i>Labor Market Analyst/Researcher</i>	0.6%
<i>Other</i>	64.4%

## *Indicate the primary purpose for which you will be using this information*

<i>Job Search</i>	4.4%
<i>Filing for Unemployment</i>	78.8%
<i>Locate education or training providers</i>	0.4%
<i>Research/Reports</i>	0.2%
<i>Just looking around</i>	1.2%
<i>Other</i>	15.0%

## *It was easy to find information*

<i>Strongly Agree</i>	12.33%
<i>Agree</i>	39.88%
<i>Neither Agree or Disagree</i>	39.88%
<i>Disagree</i>	5.39%
<i>Strongly Disagree</i>	2.5%



*The data was easy to understand*

<i>Strongly Agree</i>	10.02%
<i>Agree</i>	42.58%
<i>Neither Agree or Disagree</i>	38.73%
<i>Disagree</i>	5.78%
<i>Strongly Disagree</i>	2.89%

*The data met my needs*

<i>Strongly Agree</i>	10.4%
<i>Agree</i>	38.73%
<i>Neither Agree or Disagree</i>	42.58%
<i>Disagree</i>	5.2%
<i>Strongly Disagree</i>	3.08%

*Overall, how would you rate your visit with this website?*

<i>Excellent</i>	16.96%
<i>Good</i>	34.87%
<i>Fair</i>	22.74%
<i>Poor</i>	7.32%
<i>No Opinion</i>	18.11%

In June 2020, the VOS at [www.hiremarianas.com](http://www.hiremarianas.com), was expanded to include the PUA module. This increased the number of visitors to the portal with the vast majority of the respondents or 78% individuals filing for unemployment benefits that became available from the CARES Act. Prior to the launch of the PUA program, the VOS was solely used for WIOA Title I programs and the National Dislocated Worker Program.

As a result, the CNMI recognizes the need to develop customer satisfaction surveys that are program specific. Technical assistance is being sought to ensure compliance across all programs. The expansion of the Virtual One-Stop is also being pursued with the vendor to embed surveys for both participants and business partners.



# EVALUATION

The CNMI remains with limited expertise for structured evaluation and related research projects. In PY2019, the CNMI's State Workforce Development Board (SWDB) reorganized to establish the Planning, Assessment, Evaluation, and Research Committee. This committee is tasked with "coordinating the strategic planning process, review of economic conditions, and trends to include existing industry sectors and occupations where there is an existing demand, provide analysis of the SWDB's workforce development activities to address the education and skills gaps needed in the workforce. In striving for continuous quality improvement, the committee will coordinate the assessment and evaluation processes of the programs and services offered by DOL-Workforce Investment Agency and the SWDB and recommend to the board the areas for improvement or continuation. The committee will also review and recommend research project activities to conduct studies in hopes of improving the workforce and/or economic conditions of the CNMI." Efforts towards the identification and establishment of a unified evaluation instrument for the core programs came to a standstill because of the COVID-19 pandemic.

The evaluation tool used in Program Year 2019 is input from program managers and partners. Data is collected through telephone, email, and in-person interviews. In PY2019, there were 37 entities in both the public and private sectors that entered in a partnership with the CNMI's WIOA Program. Of the 37, 30 were repeat business partners. The CNMI DOL WIA is requesting technical assistance and guidance on the best practices for program evaluation.

## STRATEGIC VISION, MISSION, AND GOALS

The CNMI's State Workforce Development Board identified five (5) goals to align with its vision and mission:

**Vision:**

*"To promote a workforce development system that meets the need of business, job seekers and workers to support a strong and vibrant economy in the CNMI"*

**Mission:**

*"To empower, integrate, implement, and innovate the workforce needs of the CNMI."*

Goal 1: Support pathways that lead to livable wage employment and upward mobility of participants.

- Increase support of workforce learning, education, and training so that participants can access, develop, attain and/or demonstrate marketable skills at early stages in their lives to ensure economic security, etc.

### Work Experience Program

The Work Experience Program commonly known as WEP continues to be the most favored by both employers and WIOA customers. Eligible individuals participating in a paid Customized WEP experience the workforce with an approved work sponsor and training plan in their chosen career. During training participants learn new skill sets that provide opportunities for upward mobility or career pathways. Employers gain a skilled worker and the individual with marketable skills that lead towards job security and self-sufficiency.

In PY2019, the CNMI DOL WIA partnered with 37 employers in both the public and private sectors for the WEP. Through the partnerships, there were 132 program participants served in a customized WEP. Of the 132 WEP participants, 54 entered into unsubsidized full-time employment after completing training; 29 completed WEP and gained marketable skills; 39 participants did not complete the program due to performance or other reasons that hindered participation; and 10 participants remain in training.

Goal 2: Promote and support participants' efforts to obtain workforce credentials, skill development and training, and/or career or college readiness. Increase the number of participants who pursue and complete technical/trades programs and/or post-secondary education and specific skills necessary to compete in the CNMI's critical economic sectors.

- Work closely with education, training, and sponsor providers to align and maximize the investments made.

The CNMI's State Workforce Development Board along with the DOL-Workforce Investment Agency Division continue to engage with educational and training institutions to keep abreast on the current course/training offerings that align to the present demands of the workforce. In PY2019, the SWDB called on all educational institutions and providers of training to submit an application to be a recognized eligible training provider for WIOA programs. The Board acknowledges the need to frequently visit the Eligible Training Provider List (ETPL) to add and delist programs to match the demands of the present labor market trends.

Goal 3: Align, coordinate, and integrate the workforce development system to provide a quality and consistent experience to for all participants.

- Map out and economize limited resources so that participants are receiving the right services, their potential and unique needs are identified and addressed.

WIOA Career Services requires programs to provide individuals or jobseekers three types of services: Basic, Individualized, and Follow Up services. At CNMI DOL-WIA, every individual is afforded an array of Basic Career Services to determine or "map out" the appropriate program and services to meet the needs of the individual or jobseeker. Services includes and is not limited to the following:

- Pre-determination of WIOA eligibility
- Intake and orientation of the available services at DOL-WIA
- Assessment or inventory of the individual/jobseekers skills
- Information on current labor market trends
- Information on job forecasts and vacancies; ETPL; partner programs; financial assistance; public assistance, etc.
- Assistance with UI programs, specifically PUA/FPUC

Individuals that pursue WIOA services are assigned to a Case Worker who then conducts a more thorough assessment with the individual. During the assessment, eligibility of WIOA Title I program is identified; an objective assessment is undertaken to determine if there are any barriers (basic skills

deficiencies, home life issues, transportation, financial, etc); and an Individual Employment Plan (IEP) is jointly developed to “map out” or customize services for each participant. WIOA services and activities is guided by the established IEP and is frequently visited to monitor progress of the participants towards their individual goals.

Goal 4: Create a data driven workforce environment supported by market forecasts, surveys, evaluations, analysis, and assessment results, etc.

- Improve the availability of and access to workforce and economic data

Hiremarias.com became available to the CNMI through a consortium agreement with the Pacific Territories (Guam, Palau, American Samoa, and CNMI) under the Reemployment and Systems Integration grant. The system provides access to a wide range of services that suit both employers and job seekers such as: surveys, career interest and aptitude assessments, access to labor market information within the region, inventory of skilled workers; and other features that the CNMI DOL WIA continues to explore and implement to meet the needs of its users.

The CNMI WIOA Program acknowledges the need to avail to other data instruments for the administration of its programs. Data from sources such as the CNMI DOL Statistics Unit; Department of Commerce; and the recent Census of the CNMI is key to the design, development, and approval of programs to meet the current demands of the workforce.

Goal 5: Inventory and align the workforce skills needs of private sector employers and businesses with the education, service, and training provider offerings, so that participants are able to access the marketable skills to be matched to the private sector employers and businesses.

- Conduct Inventory and Assessments

The CNMI DOL WIA strives towards an integrated workforce development system and recognizes the need to leverage resources to accomplish this goal. COVID-19 created many obstacles. Businesses shut down operations and educational institutions and providers of trainings had to retrofit and strategize on best practices to deliver instructions.

## SECTOR STRATEGIES AND CAREER PATHWAYS

Activities and services administered by the CNMI DOL WIA is concentrated on the demands of existing industry sectors in the CNMI. The program participates in numerous outreach activities to network with businesses and develop strategies that provide job progression or a career pathway for those served. In addition, the members of the CNMI's State Workforce Development is in large representatives of the industry sectors in the CNMI and are the advocates of the WIOA programs in the respective industry they represent.

Work-based learning and work experiences including transitional jobs continue to be the highlights of the CNMI's WIOA Program for youths and adults. In PY2019, a total of 132 eligible participants was provided an individualized career service in a work-based learning or work experience at 10 private sector employers and 27 public sector sponsors. Customized occupation specific work experience trainings also occurred during the year in the following:

Customized Training	# of WIOA Participants Served
Basic Law Enforcement	4
Recreational Diver Medical Technician (DMT)	4
Emergency Medical Technician	4

The performance results for entered employment 2<sup>nd</sup> and 4<sup>th</sup> quarters along with median earnings exceeded the target goals for the year and is a reflection of the successes of the partnerships and training programs in all Title I programs.

The Incumbent Worker Training provide incumbent workers an opportunity to upskill and ascend in their careers and potentially avert a layoff. Program Year 2019 included training services for incumbent workers in emergency response. The CNMI DOL WIA in coordination with the SWDB

continue to support and encourage incumbent workers to pursue training services to increase their abilities and knowledge.

In PY2019, the CNMI was awarded the Apprenticeship State Expansion grant (ASE) focused on the ascension of incumbent workers. ASE augments existing employment and training programs available with WIOA Title I. This is the first Apprenticeship grant the CNMI received and is presently under development.



# STATE PERFORMANCE ACCOUNTABILITY SYSTEM

The Virtual One Stop or HireMarianas system allowed the CNMI WIOA Core Programs - Title I, Title II, and Title IV to have a system in place to measure the CNMI's performance across all Titles. In PY 2019, the WIOA Program administered by the CNMI Department of Labor has fully migrated to HireMarianas and is in compliance with the WIOA reporting requirements on the Workforce Information Performance System or WIPS.

## PY 2019 State Performance Targets, Goals, and Progress Towards Meeting Them

In spite of the challenges faced in PY 2019, it was a successful year across all Title I programs (See Appendix B). The CNMI exceeded the indicators of performance targets in most areas as a result of the CNMI's State Workforce Development Board efforts to revamp policies for the success of those served by the program.

	PY 2019 Target	PY 2019 Actual
<b>WIOA Adult</b>		
Employment 2 <sup>nd</sup> quarter after exit	33.0%	73.2%
Employment 4 <sup>th</sup> quarter after exit	33.0%	74.4%
Median earnings 2 <sup>nd</sup> quarter after exit	\$2,900	\$5,304
Credential attainment rate	66.0%	95.8%
<b>WIOA Dislocated Worker</b>		
Employment 2 <sup>nd</sup> quarter after exit	33.0%	60.0%
Employment 4 <sup>th</sup> quarter after exit	33.0%	100.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$2,900	\$4,329
Credential attainment rate	66.0%	66.7%
<b>WIOA Youth</b>		
Education, training, or employment 2 <sup>nd</sup> quarter after exit	38.0%	75%
Education, training, or employment 4 <sup>th</sup> quarter after exit	38.0%	69.8%
Credential attainment rate	75.0%	100%

### Deficiencies on the Primary Indicators of Performance

Although there were no deficiencies in PY 2019, the CNMI WIOA Program remains vigilant to factors that may impact performance such as the ongoing crisis with the COVID-19 pandemic.

### CNMI WIOA Core Program Common Exit Policy

The CNMI WIOA Core Programs is working towards adopting a Common Exit Policy that meets the requirements of each respective program. Technical assistance is ongoing with our Federal Project Officer and Performance Specialist for compliance.

### CNMI WIOA Core Program Negotiated Performance Levels

The CNMI WIOA Program operates as a single state and the approved negotiated performance levels for WIOA Title I core programs for Program Year 2020 - 2021 are:

	PY 2019 Targets	PY2020-2021 Negotiated Targets
<b>WIOA Adult</b>		
Employment 2 <sup>nd</sup> quarter after exit	33.0%	50.0%
Employment 4 <sup>th</sup> quarter after exit	33.0%	50.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$2,900	\$3,200
Credential attainment rate	66.0%	66.5%
Measurable Skill Gains	-	50.0%
<b>WIOA Dislocated Worker</b>		
Employment 2 <sup>nd</sup> quarter after exit	33.0%	50.0%
Employment 4 <sup>th</sup> quarter after exit	33.0%	50.0%
Median earnings 2 <sup>nd</sup> quarter after exit	\$2,900	\$3,200
Credential attainment rate	66.0%	66.5%
Measurable Skill Gains	-	50.0%
<b>WIOA Youth</b>		
Education, training, or employment 2 <sup>nd</sup> quarter after exit	38.0%	50.0%

Education, training, or employment 4 <sup>th</sup> quarter after exit	38.0%	50.0%
Median earnings 2 <sup>nd</sup> quarter after exit	-	\$3,000
Credential attainment rate	75.0%	66.0%
Measurable Skill Gains	-	50.0%

The targets for PY2020-2021 was increased and in coordination with our Federal Project Officer and the Performance Specialist the CNMI Standards with Benchmarks was developed on June 4, 2020 and is focused on Capacity Building and Timely, Accurate Reporting (See Appendix C). In a joint effort to stay on track, technical assistance and training is ongoing with our Federal Project Officer and Performance Specialist.

### Data Validation

The CNMI State Workforce Development Board Policy Manual includes methodologies for source documentation that must be maintained in a participant file for validation (See Appendix D). A review of existing policies for data validation is ongoing to align with the Virtual One-Stop system or [www.hiremarianas.com](http://www.hiremarianas.com) and compliance with federal requirements. Technical assistance is in progress with our Federal Project Officer and Performance Specialist for further guidance and best practices. Furthermore, the CNMI DOL-WIA is restructuring operating procedures on data validation for accuracy and integrity.

## STATEWIDE ACTIVITIES

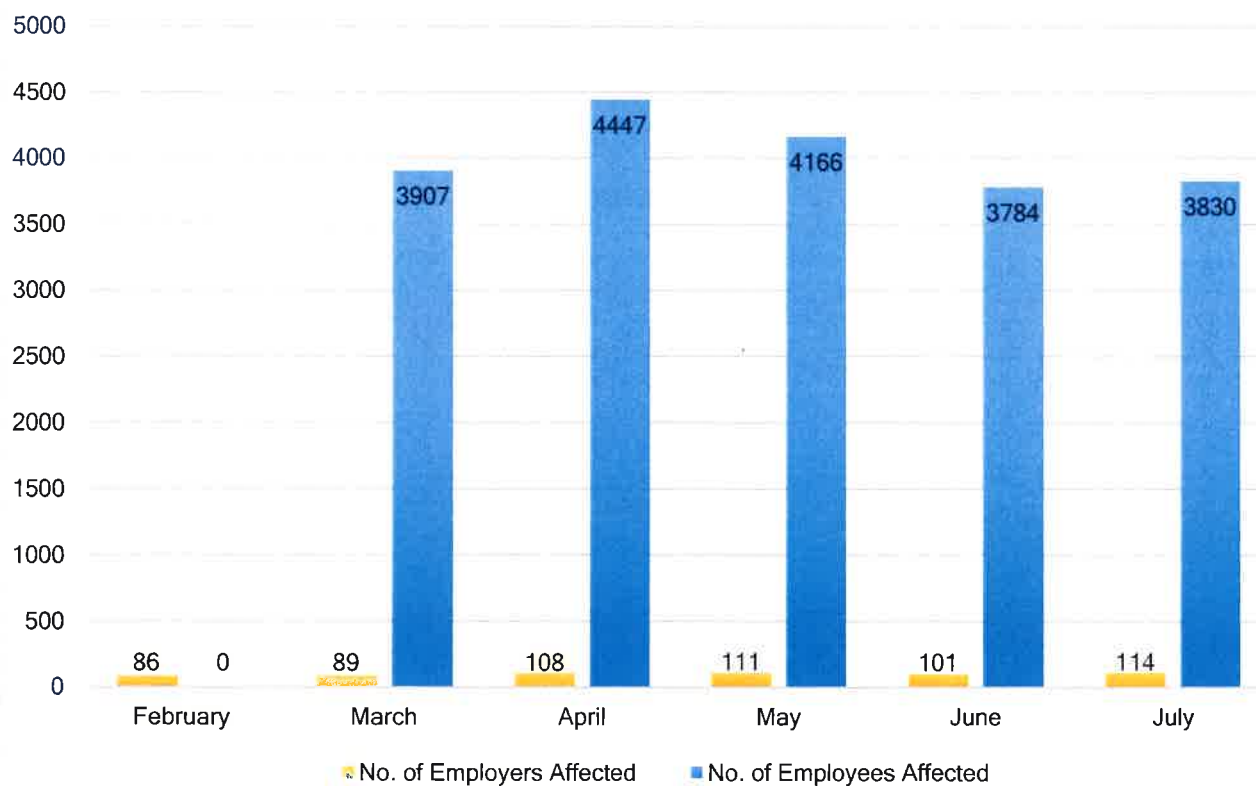
In PY2019, the Governor's 15% set aside was used towards the administration of the CNMI's WIOA program; activities of the CNMI's State Workforce Development Board as allowed; dissemination of information on the programs and services provided by the CNMI DOL WIA; and statewide employment and training activities.

### Rapid Response

Furloughs and layoffs spiked at the close of the program year due to the COVID-19 pandemic. The CNMI DOL WIA works closely with Office of the Secretary of Labor, Employment Services, and Statistical Unit to identify and offer Rapid Response services to affected employees and is the same direction for layoff aversion activities.

Since COVID-19, the CNMI Department of Labor Employment Services and Statistics Unit complied the "Business Activity Report." An estimated 127 businesses reported some

**Business Activity Report: February to July 2020**



5000 employees have either lost their jobs or experienced a reduction in work hours. WIOA funding alone is insufficient to afford rapid response and lay aversion activities to the affected individuals. The recent award of the DWG Disaster Recovery Grant for COVID-19 will be leveraged to support activities for temporary employment and career training.

## NDWG

In PY2019, the CNMI DOL-Workforce Investment Agency administered two projects under the National Dislocated Worker Grant namely, the Emergency Disaster Grant for Typhoon Mangkhut/Yutu and the Disaster Recovery Grant in response to the COVID-19 pandemic. A provision of the grant award on eligible participants prioritizes enrollment of individuals whose employment was directly impacted by the disaster or otherwise meets eligibility as a Dislocated Worker under the Workforce Innovation and Opportunity Act or WIOA. Appropriately, individuals were determined eligible for the WIOA Dislocated Worker Program (DW) and co-enrolled. Funding was leveraged between NDWG and WIOA DW to allow program participants to engage in career training programs in their desired fields as well as supportive services and needs related payments.

Present policies on co-enrollment is specific to WIOA youth and adult programs and adopted the guidance from USDOL TEGL 21-16 on the allowance for concurrent enrollment or co-enrollment between programs with assurances that services are not duplicated. NDWG is not explicitly mentioned in the CNMI's WIOA Policy Manual and is presently being reviewed to incorporate NDWG grants. In the interim, NDWG participants co-enrolled are being serviced with DW funds to fund activities not otherwise allowed with NDWG funds.

### **CM-Disaster Typhoon Mangkhut/Yutu (EM-32807-19-60-A-69)**

Clean-up activities continued under the Dislocated Worker Grant for Typhoon Mangkhut/Yutu (EM-32807-19-60-A-69) on the islands of Saipan, Tinian and Rota in PY2019. The grant was due to expire on March 20, 2020 and after assessing existing projects it was realized that an extension was necessary to complete ongoing projects for debris removal that derived from the onslaught of Typhoons Mangkhut and Yutu. A modification request was submitted for a no cost extension to continue the period of performance thru December 31, 2020. The request was granted and currently employs 52 debris removal/humanitarian assistant temporary workers, 16 on the island of Tinian and 36 on Saipan to complete the approved task on the Statement of Work with the designated partners:



Partner Agencies	# of Temporary Employees
Department of Public Works (Saipan)	32
Department of Public Works (Tinian)	16
Northern Marianas Housing Corporation	3
Office of Mayor (Saipan)	1
<b>Total</b>	<b>52</b>

Debris removal and clean-up activities on the island of Rota was completed in January 2020 by the 11 project participants that remained. Participants assigned to the Marianas Visitors Authority (MVA) cleared debris from roadways and public areas giving way for community members to travel freely and safely for necessary commodities. Those assigned to the Commonwealth Utilities Corporation cleared and maintained access to utilities that supply the island.

#### **Disaster Recovery Grant: CNMI-COVID-19 (DW-34658-20-60-A-69)**

In PY2019, the CNMI was awarded \$1.5 million to carry out the Disaster-CNMI-COVID-19 project within the approved period of performance of April 13, 2020 to March 21, 2022. The CNMI DOL-Workforce Investment Agency immediately collaborated with the Governor's COVID-19 Task Force to identify positions and job sites that is now in-demand as a result of the COVID-19 pandemic. Funding allows for temporary disaster-relief jobs to 43 individuals whose employment was directly impacted by the COVID-19 pandemic. Recruitment efforts began a week prior to the close of PY2019. The Pandemic Unemployment Assistance (PUA) and the Federal Pandemic Unemployment Compensation (FPUC) coupled with the "fears" of COVID-19, hindered enrollment. Despite the challenges, we have begun to see a rise in applicants as the FPUC program ended in July and the PUA program set to expire in December 2020.

## TECHNICAL ASSISTANCE

Technical assistance is a constant need for the success of the CNMI's WIOA Programs. Our assigned Federal Project Officer (FPO), Ms. Marian Esver, along with her counterparts at USDOL ETA Region VI has been and continue to be instrumental to our successes. In PY 2019, we seek to request technical assistance in the following areas:

- Effectiveness in Serving Employers Pilot Project
- Customer Satisfaction Surveys
- Evaluation
- Performance and Data Validation
- Common Exit Policy
- Rapid Response and Layoff Aversion COVID-19 Countermeasures
- Pay for Performance Contracting

# PROMISING PRACTICES, LESSONS, SUCCESS STORIES

## Promising Practices

The WIOA of 2014 “is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.” An up-and-coming approach towards achieving this goal is the Apprenticeship State Expansion Program (ASE). In PY 2019, the CNMI became a recipient of the Apprenticeship State Expansion grant and is an added opportunity to existing WIOA programs to support incumbent workers. ASE is geared towards upskilling incumbent workers in the following industry sectors: Construction, Maintenance, Hospitality/Gaming, Allied Health and Safety, Food Safety, and Management or Accounting. The program is presently being developed and the CNMI SWDB and DOL WIA is excited to support and partner with the program.

## Lessons

The great takeaways of PY2019, is resiliency and partnerships. Program Year 2019 was an accomplished year for the CNMI WIOA Program despite the calamities' endured. Our successes is attributed to the resilient partnerships forged during the year. It is our strive to continue to engage with our core partners and employers to design programs and services that in turn will provide a skilled workforce.

## Success Stories

Hafa adai! My name is Pauline Nimer. I was born and raised in Saipan. I attended Saipan Southern High School then furthered my education at Northern Marianas College. Initially, I studied to become a nurse then later found my passion in the environment; as a result, I graduated with my Associate of Science in Natural Resource Management degree. On the contrary, landing a job relating to the education and knowledge I possess was challenging in this island so I decided to seek a better job opportunity through the Department of Labor - Workforce Investment Agency (WIA) Division.



With the assistance of WIA, I was offered two different job interviews - the first as an Emergency Medical Technician (EMT-Basic) and the other as an Agriculture Specialist. Surprisingly, I found myself far more interested in the medical field and was fortunate enough to receive training with Priority Care Services as an EMT-B. I am now a certified EMT and proudly working with a group of amazing front liners on island.

Hafa Adai! My name is Emma Iriarte. I am a mother to 4 beautiful girls and I am also a recovering drug addict. I've been smoking meth for almost 6 years until one night changed my life forever. I got



arrested on October 24, 2016 and I was 7 months pregnant at that time. I spent a month long in jail and during that time I thought long and hard about life. I was worried about giving birth in jail and I just knew I had to change my life for my kids, and for myself too. I got out of jail the day before thanksgiving and when I got home my oldest daughter wrote notes on a paper attached to the door and walls saying "welcome home mommy"....my heart melted and I was crying tears of joy. A month after I got out of jail, I got accepted into the CNMI Drug Court Program, I was one of the first participants. During the program we went through intense outpatient counseling and took classes to help cope with our use of drugs and I've learned a lot. I did have some ups and downs during the program

but that didn't stop me from completing the program. I already knew that I wanted to change my life so I kept pushing forward. Before graduating the Drug Court Program, one of the requirements was to either get a job or continue my education and attend college. I did some job search on my own then I applied under the Workforce Investment Agency. Not long after I applied, I was surprised to receive a phone call that I had 3 job interviews. Out of the 3 there was 2 that wanted to hire me so I made my decision and I now work for the Bureau of Environmental and Coastal Quality. I started as an office assistant and just doing the basic scanning, filing, and answering phone calls. My first 6 months past and the branch I was working in was not looking to hire a new employee. Luckily for me there was another branch under BECQ that was willing to take me for another 6 months. So, I started my job immediately under the Safe Drinking Water branch. Almost 2 months into the SDW branch, super typhoon yutu hit the CNMI. Our office participated in helping our island recover and that's when I stepped my game up and showed my boss how much I wanted to keep this job. Before my last 6 months was coming to an end, the manager of the Safe Drinking Water branch made the decision to hire me permanently and that was one of the happiest days of my sober life. I finally completed the

Drug Court Program and graduated in March 2019. A few months after, I became permanently employed at the Bureau of Environmental and Coastal Quality under the Safe Drinking Water Branch as an Environmental Technician. Being in the Drug Court Program helped me change my life and helped me become a better me, a better mom, and a better daughter. I've now been Meth free for 4 years and counting thanks to the Drug Court Program and all my greatest supporters! 😊 I've now been a full time employee at BECQ for 2 years and 8 months, thanks to WIA! 😊 My kids no longer have an 'absent mom' and my parents are no longer stressing about me. My true life started when I made the decision to turn my life around and never go back to using drugs. I'm still writing my story and this is just a glimpse of it. Living sober, being fully employed, taking care of my kids, and taking care of my elderly parents is my life now and I wouldn't have it any other way. In closing, I just want to share this quote that I live by:

***"Even the darkest night will end, and the sun will rise"***

My darkest night was my drug use and my sunrise is how I live my life now, sober 😊

YOURS TRULY, EMMA VICTORIA ARTAGO IRIARTE

Former WIOA Participants:  
Francis Deleon Guerrero,  
Oliver Iguel, Vincent William  
Limes Jr., and Christopher  
Mendiola completed the 25<sup>th</sup>  
Police Academy Cycle. The  
training was sanctioned by  
the Northern Marianas  
College, the CNMI's lone  
post-secondary institution  
earning them 32 college  
credits towards an  
associate's degree. All four  
transitioned into  
unsubsidized employment  
with the CNMI's Department of Public Safety as Police Officer I and remain gainfully employed.







Leonardo Sanchez, a former NDWG participant with the Bureau of Environmental Quality excelled during his temporary employment under the DWG for Typhoon Mangkhut/Yutu to land him a permanent position as an Environment Technician Trainee.

Ana Cristy Biado,  
Medical Billing and Coding Specialist  
Commonwealth Healthcare Corporation

"I heard from a friend that WORKFORCE INVESTMENT AGENCY is offering free short courses and one of them is for Medical Coding and Billing Specialists. So I took the course on February 26 to May 25, 2018. After a month I took the NHA Certification Exam. I thank GOD because I passed and got certified. WIA not only helped me in getting a free course but also in finding a job. After a couple of months I got a call from CHCC and gave me a 5 months training as a Medical Coder and Biller. Now I am a regular employee of CHCC under the Billing Department.

Thank you GOD for this opportunity and thank you WIA for all the help."





## PAY FOR PERFORMANCE

The CNMI has yet to adopt a Pay for Performance contract as allowed under WIOA. Technical assistance will be requested for further guidance and implementation.

## APPENDIX

- A. OSY Waiver Approval
- B. PY2019 WIOA Title I Annual Performance Reports
- C. PY2020-2021 Approved Negotiated Performance Targets
- D. WIOA Policy Manual - Section 3.30



JUN 12 2018

## Attachment A

The Honorable Ralph Deleon Guerrero Torres  
Governor of Northern Mariana Islands  
Caller Box 10007  
Saipan, MP 96950

Dear Governor Torres:

Thank you for your waiver request of certain statutory and regulatory provisions of the Workforce Innovation and Opportunity Act (WIOA) and the accompanying plan to improve the Commonwealth-wide workforce development system, submitted as part of your WIOA State Plan modification on March 23, 2018 (copy enclosed). This letter provides the Employment and Training Administration's (ETA) official response to the Commonwealth's request, and memorializes that the Northern Mariana Islands will meet the outcomes and implement the measures identified in its plan to ensure accountability agreed to by the Commonwealth and ETA. This action is taken under the Secretary's authority to waive certain requirements of WIOA Title I, Subtitles A, B, and E, and sections 8-10 of the Wagner-Peyser Act in WIOA section 189(i).

Requested Waiver: Waiver associated with the requirement that local areas expend 75 percent of all formula WIOA youth funds on out-of-school youth (OSY) and 75 percent of any statewide youth funds on OSY required by WIOA Sec. 129(a)(4)(A) and 20 CFR 681.410.

The Commonwealth's request to waive the requirement that state and local workforce areas spend a minimum of 75 percent of statewide and youth formula funds on youth workforce activities for OSY is approved, with conditions noted below. ETA reviewed the Commonwealth's waiver request and plan and has determined that the requirements requested to be waived impede the ability of the Commonwealth to implement its plan and improve the workforce development system. The Commonwealth is permitted to lower the OSY expenditure requirement of the Governor's reserve funds and local WIOA youth funds to 50 percent. The Commonwealth's plan indicates that youth funding would be best used to serve in-school youth through summer programs that help students with work based learning experiences that provide them with exposure to the world of work. Therefore, ETA approves this waiver for Program Years 2018 and 2019 (July 1, 2018 – June 30, 2020) on the condition that the Commonwealth submits, and ETA accepts, the following items as part of the fully developed waiver plan that the Commonwealth will submit:

- a justification for shifting a portion of resources from serving OSY to youth in school.
- assurance that the Commonwealth will continue to track services, expenditures, and performance metrics for OSY.

ETA is available for further discussion and to provide technical assistance to the Commonwealth to support achieving its goals. Also, the Department proposed additional flexibility in its Fiscal Year 2019 Budget to give governors more flexibility to meet the workforce needs of their states. If you have questions or wish to explore additional flexibility, feel free to contact my office at (202) 693-2772.

Sincerely,



Rosemary Lahas  
Deputy Assistant Secretary

Enclosure

cc:

J. Victoria I. Benavente, Secretary, CNMI Department of Labor  
John Bailey, Acting San Francisco Regional Administrator, Employment and Training  
Administration  
Marian Esver, Federal Project Officer, Employment and Training Administration

## WIOA State Plan Modification 2018 Waiver Request

### The Commonwealth of Northern Mariana Islands

1. The CNMI SWDB requests a waiver for to lower the Out-of-School Youth Expenditure requirement to 50% and increase the In-School-Youth requirement to 50% of total funds received.
2. The CNMI continues to promote youth employment in hopes of reducing the CNMI's dependency on CW workers (non U.S. eligible workers).
3. The CNMI historically has used youth funding to server In-School-Youth through summer programs that helped students with work based learning experiences that provided them with their first ever exposure to jobs in their young lives. This opportunity not only benefitted the students but employers too as the employers were able to maximize the opportunity and train the individuals so that they would be prepared to enter their respective industries. This request would help the CNMI serve and prepare more In-School-Youth to help reduce the CNMI's dependency on CW workers (non U.S. eligible workers).
4. Through the waiver, more In-School-Youth will have the opportunity to experience work based learning opportunities as well as be exposed to work place environments and employer engagement. This will provide the students with first hand experiences into the fields of their choice and to see whether or not they should pursue such career, enter into a career pathway program, enter into higher education or technical trades preparation or switch choices and pursue other fields.
5. A majority of the youth in the CNMI are recipients of the FREE Lunch program and have parents who are of low income or meet NAP/SNAP requirements or have never been to college or worked in a livable wage paying job. These students work hard in-school in hopes of advancing not only their lives but the lives of their families. This opportunity will be more of a reward system for students to stay in school and complete or seek higher education.
6. Progress of the students will be monitored according to establish performance standards and requirements.

# Attachment B

OMB Control Number 1205-0526  
Expiration Date: 03-31-2021

ETA-9169

## Statewide Performance Report

Certified in WIPS: 10/29/2020 8:41 PM EDT

<b>PROGRAM</b> WIOA Adult		<b>TITLE (select one):</b>			
STATE: Northern Marianas Title I Local Area:		Title I Adult		<input checked="" type="checkbox"/>	Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		<input type="checkbox"/>	Title III Wagner-Peyser
From ( mm/dd/yyyy ) : 7/1/2019 To ( mm/dd/yyyy ) : 6/30/2020		Title I Youth		<input type="checkbox"/>	Title IV Vocational Rehabilitation
		Title I and Title III combined		<input type="checkbox"/>	

### SUMMARY INFORMATION

Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2019-3/31/2020	Funds Expended Cohort Period: 7/1/2019-6/30/2020	Cost Per Participant Served Cohort Period: 7/1/2019-6/30/2020
Career Services	208	82	\$281,768	\$1,355
Training Services	8	1	\$10,837	\$1,355
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:
93.8%		16.8%		9.5%

### BY PARTICIPANT CHARACTERISTICS

		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2018-6/30/2019		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019	Credential Rate <sup>3</sup> (Cohort Period: 1/1/2018-12/31/2018)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		208	82	Negotiated Targets									
				Actual	30	73.2%	32	74.4%	\$5,304	23	95.8%	4	36.4%
Sex	Female	113	55		18	81.8%	15	75.0%	\$5,304	5	83.3%	0	0.0%
	Male	95	27		12	63.2%	17	73.9%	\$5,304	18	100.0%	4	66.7%
Age	< 16	0	0		0		0			0		0	
	16 - 18	10	5		2	100.0%	1	100.0%	\$5,304	0		0	
	19 - 24	96	34		10	62.5%	11	61.1%	\$5,304	10	100.0%	1	20.0%
	25 - 44	87	35		17	85.0%	19	82.6%	\$5,304	13	92.9%	2	40.0%
	45 - 54	13	7		0	0.0%	0			0		1	100.0%
	55 - 59	2	1		0		0			0		0	
	60+	0	0		1	50.0%	1	100.0%	\$8,232	0		0	
Ethnicity/Race	American Indian / Alaska Native	0	0		0		0			0		0	
	Asian	34	13		2	50.0%	1	20.0%	\$4,833	2	100.0%	0	0.0%
	Black / African American	1	0		0		0			0		0	
	Hispanic / Latino	3	1		0		0			0		0	
	Native Hawaiian / Pacific Islander	190	74		30	76.9%	32	76.2%	\$5,304	22	95.7%	4	40.0%
	White	2	0		0		0			0		0	
	More Than One Race	19	5		2	100.0%	1	25.0%	\$4,833	1	100.0%	0	0.0%



BY EMPLOYMENT BARRIER <sup>1</sup>												
	Total Participants Served	Total Participants Exited		Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	208	82	Negotiated Targets									
			Actual	30	73.2%	32	74.4%	\$5,304	23	95.8%	4	36.4%
Displaced Homemakers	0	0		0		1	100.0%		1	100.0%	0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	24	15		1	50.0%	1	100.0%	\$4,581	1	100.0%	1	33.3%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	10	4		0		0			0		0	
Homeless Individuals / runaway youth	0	0		0		0			0		0	
Long-term Unemployed (27 or more consecutive weeks)	81	31		6	60.0%	10	62.5%	\$4,943	5	83.3%	0	0.0%
Low-Income Individuals	148	64		22	71.0%	26	76.5%	\$5,062	16	94.1%	0	0.0%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	0	1		0	0.0%	1	100.0%		1	100.0%	0	
Single Parents (Incl. single pregnant women)	24	15		3	50.0%	3	100.0%	\$4,581	1	50.0%	0	
Youth in foster care or aged out of system	0	0		0		0			0		0	

#### ADDITIONAL COMMENTS:

<sup>1</sup>Applies to Title I only.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

Numbers entered into cells in this template are the same as the corresponding "report item number" on the report specification document. Clicking on each hyperlink will take the user to the plain text language

#### Public Burden Statement (1205-ONEW)

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

## Statewide Performance Report

Certified in WIPS: 10/29/2020 8:44 PM EDT

<b>PROGRAM</b> WIOA Dislocated Worker		<b>TITLE (select one):</b>			
STATE: Northern Marianas Title I Local Area:		Title I Adult		<input type="checkbox"/>	Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		<input checked="" type="checkbox"/>	Title III Wagner-Peyser
From ( mm/dd/yyyy ) : 7/1/2019 To ( mm/dd/yyyy ) : 6/30/2020		Title I Youth		<input type="checkbox"/>	Title IV Vocational Rehabilitation
		Title I and Title III combined		<input type="checkbox"/>	

### SUMMARY INFORMATION

Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	90	31	\$490,860	\$5,454
Training Services	3	3	\$16,334	\$5,454
Percent training-related employment <sup>1</sup> :	Percent enrolled in more than one core program:		Percent Admin Expended:	
33.3%	8.9%		9.5%	

### BY PARTICIPANT CHARACTERISTICS

		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2018-6/30/2019		Employment Rate (Q4) <sup>2</sup> Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019	Credential Rate <sup>3</sup> (Cohort Period: 1/1/2018-12/31/2018)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		90	31	Negotiated Targets									
				Actual	12	60.0%	6	100.0%	\$4,329	2	66.7%	0	0.0%
Sex	Female	27	8		2	50.0%	2	100.0%	\$4,417	1	100.0%	0	0.0%
	Male	63	23		10	62.5%	4	100.0%	\$4,329	1	50.0%	0	0.0%
Age	< 16	0	0		0		0			0		0	
	16 - 18	2	2		0		0			0		0	
	19 - 24	21	8		2	50.0%	1	100.0%	\$4,549	1	100.0%	0	0.0%
	25 - 44	50	17		6	60.0%	5	100.0%	\$4,157	1	50.0%	0	0.0%
	45 - 54	11	3		2	66.7%	0		\$4,589	0		0	
	55 - 59	4	0		1	100.0%	0		\$1,920	0		0	
	60+	2	1		1	50.0%	0		\$8,606	0		0	
Ethnicity/Race	American Indian / Alaska Native	0	0		0		0			0		0	
	Asian	6	2		0	0.0%	0			0		0	
	Black / African American	0	0		0		0			0		0	
	Hispanic / Latino	1	0		0		0			0		0	
	Native Hawaiian / Pacific Islander	87	30		11	61.1%	6	100.0%	\$4,160	2	66.7%	0	0.0%
	White	2	0		1	100.0%	0		\$8,606	0		0	
	More Than One Race	5	1		0		0			0		0	

ADDITIONAL COMMENTS:	

<sup>4</sup> Barriers to Employment are determined at the point of entry into the program.

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.

## Statewide Performance Report

Certified in WIPS: 10/29/2020 8:36 PM EDT

<b>PROGRAM</b> WIOA Youth		<b>TITLE (select one):</b>			
STATE: Northern Marianas Title I Local Area:		Title I Adult		<input type="checkbox"/>	Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker		<input type="checkbox"/>	Title III Wagner-Peyser
From ( mm/dd/yyyy ) : 7/1/2019 To ( mm/dd/yyyy ) : 6/30/2020		Title I Youth		<input checked="" type="checkbox"/>	Title IV Vocational Rehabilitation
		Title I and Title III combined		<input type="checkbox"/>	

### SUMMARY INFORMATION

Service	Participants Served Cohort Period:	Participants Exited Cohort Period: 4/1/2019-3/31/2020	Funds Expended Cohort Period: 7/1/2019-6/30/2020	Cost Per Participant Served Cohort Period: 7/1/2019-6/30/2020
Career Services	37	24	\$216,087	\$5,840
Training Services	0	0	\$0	\$0
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:
100.0%		64.9%		5.7%

### BY PARTICIPANT CHARACTERISTICS

		Total Participants Served Cohort Period: 7/1/2019-6/30/2020	Total Participants Exited Cohort Period: 4/1/2019-3/31/2020		Youth Employment/Education/ Training Rate (Q2) Cohort Period: 7/1/2018-6/30/2019		Youth Employment/Education/ Training Rate (Q4) Cohort Period: 1/1/2018-12/31/2018		Median Earnings Cohort Period: 7/1/2018-6/30/2019	Credential Rate <sup>3</sup> (Cohort Period: 1/1/2018-12/31/2018)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2019-6/30/2020	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide		37	24	Negotiated Targets									
				Actual	12	75.0%	30	69.8%	\$3,835	24	100.0%	0	0.0%
Sex	Female	22	13		5	71.4%	13	68.4%	\$3,900	5	100.0%	0	0.0%
	Male	15	11		7	77.8%	17	70.8%	\$3,393	19	100.0%	0	0.0%
Age	< 16	0	0		0		0			0		0	
	16 - 18	4	7		6	85.7%	5	71.4%	\$3,016	4	100.0%	0	0.0%
	19 - 24	32	17		6	66.7%	24	68.6%	\$4,131	19	100.0%	0	0.0%
	25 - 44	1	0		0		1	100.0%		1	100.0%	0	
	45 - 54	0	0		0		0			0		0	
	55 - 59	0	0		0		0			0		0	
	60+	0	0		0		0			0		0	
Ethnicity/Race	American Indian / Alaska Native	0	0		0		0			0		0	
	Asian	3	4		5	100.0%	5	83.3%	\$3,770	4	100.0%	0	0.0%
	Black / African American	0	0		0		0			0		0	
	Hispanic / Latino	0	0		0		0			0		0	
	Native Hawaiian / Pacific Islander	35	21		8	66.7%	28	70.0%	\$4,363	22	100.0%	0	0.0%
	White	0	0		0		0			0		0	
	More Than One Race	1	1		1	100.0%	3	100.0%	\$4,363	2	100.0%	0	

BY EMPLOYMENT BARRIER <sup>4</sup>												
	Total Participants Served	Total Participants Exited		Youth Employment/Education/ Training Rate (Q2)		Youth Employment/Education/ Training Rate (Q1)		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>2</sup>	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
Total Statewide	37	24	Negotiated Targets									
			Actual	12	75.0%	30	69.8%	\$3,835	24	100.0%	0	0.0%
Displaced Homemakers	0	0		0		1	100.0%		1	100.0%	0	
English Language Learners, Low Levels of Literacy, Cultural Barriers	9	9		3	75.0%	0		\$779	0		0	0.0%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	0	0		0		0			0		0	
Ex-offenders	0	0		0		0			0		0	
Homeless Individuals / runaway youth	0	0		0		0			0		0	
Long-term Unemployed (27 or more consecutive weeks)	19	13		8	72.7%	8	72.7%	\$3,900	4	100.0%	0	0.0%
Low-income Individuals	37	24		11	73.3%	23	65.7%	\$3,868	17	100.0%	0	0.0%
Migrant and Seasonal Farmworkers	0	0		0		0			0		0	
Individuals with Disabilities (incl. youth)	1	2		2	100.0%	1	100.0%	\$3,016	1	100.0%	0	0.0%
Single Parents (incl. single pregnant women)	5	3		1	100.0%	3	100.0%	\$4,581	2	100.0%	0	
Youth in foster care or aged out of system	0	0		0		0			0		0	
ADDITIONAL COMMENTS:												

<sup>1</sup>Applies to Title I only.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

<sup>4</sup>Barriers to Employment are determined at the point of entry into the program.

**Public Burden Statement (1205-ONEW)**

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Respondent's reply to these reporting requirements is mandatory (Workforce Innovation and Opportunity Act, Section 116). Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Office of Policy Development and Research • U.S. Department of Labor • Room N-5641 • 200 Constitution Ave., NW, • Washington, DC • 20210. Do NOT send the completed application to this address.



## Attachment C

June 18, 2020

Vicky Benavente  
Secretary, Department of Labor  
Commonwealth of the Northern Mariana Islands  
1356 Mednilla Avenue, Capitol Hill  
P.O. Box 10007, Saipan, MP 96950

Dear Madame Secretary:

This letter finalizes the agreed-upon Program Year (PY) 2020 and PY 2021 Workforce Innovation and Opportunity Act (WIOA) title I program performance targets. Following a review of the data supporting the proposed performance targets, and subsequent discussions with Territory staff, we are confirming the final negotiated performance targets as follows:

<b>WIOA title I - Adult</b>	<b>PY 2020</b>	<b>PY2021</b>
Employment Rate 2 <sup>nd</sup> Quarter after Exit	50.0%	50.0%
Employment Rate 4 <sup>th</sup> Quarter after Exit	50.0%	50.0%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$3,200	\$3,200
Credential Attainment Rate	66.5%	66.5%
Measurable Skill Gains	50.0%	50.0%
 <b>WIOA title I - Dislocated Worker</b>	 <b>PY 2020</b>	 <b>PY2021</b>
Employment Rate 2 <sup>nd</sup> Quarter after Exit	50.0%	50.0%
Employment Rate 4 <sup>th</sup> Quarter after Exit	50.0%	50.0%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$3,200	\$3,200
Credential Attainment Rate	66.5%	66.5%
Measurable Skill Gains	50.0%	50.0%
 <b>WIOA title I - Youth</b>	 <b>PY 2020</b>	 <b>PY2021</b>
Education and Employment Rate 2 <sup>nd</sup> Quarter after Exit	50.0%	50.0%
Education and Employment Rate 4 <sup>th</sup> Quarter after Exit	50.0%	50.0%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$3,000	\$3,000
Credential Attainment Rate	66.0%	66.0%
Measurable Skill Gains	50.0%	50.0%

Please enter these final negotiated performance targets into the State Plan Portal (<https://wioaplans.ed.gov/>) no later than June 25, 2020, to modify your Unified PY 2020-2023 WIOA State Plan. We appreciate the thorough and comprehensive discussions with your staff, and agreement on the PY 2020 and PY 2021 performance targets.

As agreed in our June 4, 2020, negotiations conference call, enclosed are the PY 2020 standards with benchmarks to be completed no later than December 2020. Please note that the PY 2020 standards should not be included in the Unified PY 2020-2023 WIOA State Plan.

If you have any questions, please contact Marian Esver, Federal Project Officer at [esver.marian@dol.gov](mailto:esver.marian@dol.gov) or (415) 625-7948 or Karen Connor, Workforce Investment Division Chief at [connor.karen@dol.gov](mailto:connor.karen@dol.gov) or (415) 625-7962.

Sincerely,

A handwritten signature in black ink, appearing to read "N. Lalpui", with a horizontal line extending to the right.

Nicholas E. Lalpui  
Regional Administrator

Enclosure



## CNMI Standards for Program Year 2020

The Region negotiated performance targets with CNMI for PY 2020 and PY 2021 on June 4, 2020. Following Performance Negotiations, the Federal Project Officer and Regional Performance Specialist, in coordination with the CNMI Program Manager, developed the following PY 2020 standards with benchmarks to be completed no later than December 2020.

Benchmark	Description/Action	Target Date
Build staff capacity	<ul style="list-style-type: none"> <li>WIOA program staff attend virtual training (3 hours total):                             <ul style="list-style-type: none"> <li>Performance 101 webinar</li> <li>Performance 102 webinar</li> </ul> </li> <li>Following completion of the webinars, share questions with the regional office.</li> <li>Participate in technical assistance provided by the regional office</li> </ul>	<ul style="list-style-type: none"> <li>Staff to complete viewing webinars and e-mail questions to the regional office by <b>7/30/2020</b></li> <li>Participate in TA NLT <b>8/5/2020</b></li> </ul>
	<ul style="list-style-type: none"> <li>Report MSG for DW and Youth in WIPS</li> <li>For QE 6/30/2020, CNMI will track data that is reported in WIPS and maintain back-up documentation</li> <li>Review integrity and accuracy of data with staff before certifying report in WIPS; make adjustments accordingly</li> </ul>	<ul style="list-style-type: none"> <li>By <b>8/10/2020</b></li> </ul>
	<ul style="list-style-type: none"> <li>WIOA Annual Report for PY 2019</li> </ul>	<ul style="list-style-type: none"> <li>By <b>10/01/2020</b></li> </ul>
Submit timely accurate reports in WIPS for WIOA Adult, Dislocated Worker and Youth programs.	<ul style="list-style-type: none"> <li>Performance Quarterly Report QE 9/30/2020 submission in WIPS</li> </ul>	<ul style="list-style-type: none"> <li>By <b>11/13/2020</b></li> </ul>
	<ul style="list-style-type: none"> <li>NDWG Performance Quarterly Report QE 9/30/2020 submission in WIPS</li> </ul>	<ul style="list-style-type: none"> <li>By <b>11/13/2020</b></li> </ul>

# Attachment D

## 3.30 Documentation Methodology

The Department of Labor-Workforce Investment Agency Division has implemented source documentation requirements for data validation to report accurate program information. These source documentation requirements are listed in Section 3.50 GENERAL ELIGIBILITY DETERMINATION, and are the only documentation sources staff may accept in establishing WIOA program eligibility.

Documentation means to maintain on-file physical evidence, which is obtained during the verification process. Such evidence would be copies of documents (Documentary Evidence), completed Telephone Verification, and/or, as a last resort if other documentation is not available, signed Applicant Statements, following the case notes requirements, as described below.

### A. Documentary Evidence

Official written evidence of the applicant's circumstances as issued by a governmental agency, social service organization, or business entity. Photocopies (unless expressly prohibited on the document) must be made of the documents submitted at the time of eligibility certification. These copies are maintained in the applicant's hard copy file for subsequent monitoring reviews and/or audits.

### B. Telephone Verification

For cases where documentation cannot or may not be copied, and/or is not readily obtainable, documents may be inspected or information verified by telephone. When documentation of WIOA eligibility certification is accomplished by telephone or document inspection, the staff person verifying the information is required to use the Telephone Verification Form, to establish uniformity for monitoring and auditing purposes. The Telephone Verification Form serves a dual purpose:

#### 1. Cognizant Agencies

The Telephone Verification Form is used to verify eligibility information through phone contact with a governmental agency, social service organization, or business entity. Information recorded on this form must include all the applicable information, to enable a monitor or auditor to adequately verify eligibility (i.e. items to be verified, date and time of verification, document name, contact name, telephone numbers, addresses, intake workers' signature and date, etc.).

Examples of cognizant agencies that may assist in verifying eligibility information via telephone contact are:

- Local Schools
- Social Security Administration
- Veterans Administration

- Medical and Health Facilities
- Vocational Rehabilitation Facilities
- Drug and Alcohol Rehabilitation Facilities
- Housing Authorities
- Homeless Shelters
- Judicial Agencies and Institutions
- Employers
- Other state or local government agencies

## 2. Cognizant Individual

In some cases, a telephone verification with a cognizant individual may be used to document eligibility criteria in lieu of an Applicant Statement, where applicable. In these cases, reasonable justification must be provided on why the documentation could not be obtained through official documentation on the Telephone Verification Form and a case note must be entered in Hire Marianas.

Examples of cognizant individuals that may assist in verifying eligibility information via telephone contact are:

- Family Member
- Counselor
- Co-worker/Employer
- 

## C. Applicant Statement

An Applicant Statement is a self-attestation of the required eligibility information and may be used only after all reasonable attempts to secure official documentation listed in Section 3.50 GENERAL ELIGIBILITY DETERMINATION have been made and failed. DOL-WIA allows for the use of an Applicant Statement to document some items which, in some cases, are not verifiable, or which may cause undue hardship for individual applicants to obtain.

Note: Only one criteria per Applicant Statement form is allowed. If multiple Applicant Statement forms are used, each criterion determined must have its own Applicant Statement and a corresponding case note in HireMarianas.